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BellSouth Telecommunications, Inc  
333 Commerce Street  
Suite 2101  
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

T.R.A. DOCKET ROOM

May 4, 2004

Guy M. Hicks  
General Counsel

615 214 6301  
Fax 615 214 7406

**VIA HAND DELIVERY**

Hon. Deborah Taylor Tate, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

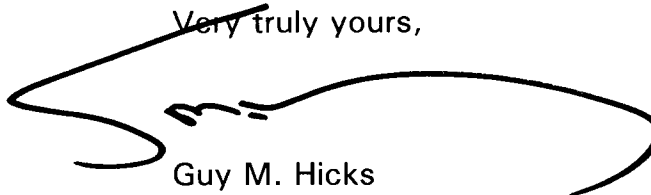
Re: *Docket to Establish Generic Performance Measurements, Benchmarks  
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*  
Docket No. 01-00193

Dear Chairman Tate:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of a Notification Report for the June 2004 data month and a Preliminary Notification Report for the data month of July 2004. These Reports are being filed with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard.

Very truly yours,



Guy M. Hicks

GMH:ch



**BellSouth Telecommunications, Inc**  
**Legal Department**  
1025 Lenox Park Boulevard  
Suite 6C01  
Atlanta, GA 30319-5309  
  
bennett.ross@bellsouth.com

**Bennett L. Ross**  
General Counsel - Georgia  
  
404 986 1718  
Fax 404 986 1800

May 3, 2004

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

Re *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale, Docket No 7892-U*

Dear Mr. McAlister

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the June 2004 data month and a Preliminary Notification Report for the data month of July 2004. These proposed changes will be discussed at the May 7, 2004 industry conference call.

There are two additional matters that BellSouth would like to bring to the attention of the Commission and the parties. First, in its February 2004 Data Notification filed on January 2, 2004, BellSouth provided notice of a problem classifying ADSL products identified by certain FIDs (Item No. 5). Although BellSouth expected to implement this change with February data, the change will be implemented with April 2004 data instead.

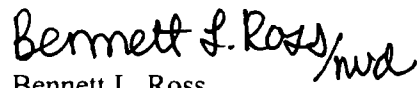
Second, in its March 2004 Data Notification filed on February 2, 2004, BellSouth provided notice of mechanizing the Service Order Accuracy report. This change, which was Item No. 6 on the Proposed March 2004 Data Notification, was not implemented completely. BellSouth will make additional changes with April 2004 to address this problem.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Mr. Reece McAlister  
May 3, 2004  
Page 2

Thank you for your attention to this matter.

Yours very truly,

  
Bennett L. Ross

BLR.nvd  
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)  
Mr Patrick Reinhardt (w/enclosure) (via electronic mail)  
Parties of Record (w/enclosure) (via electronic mail)

536398/536400/536401

## **PROPOSED JUNE 2004 DATA NOTIFICATION**

BellSouth proposes making the changes described in this document to generate results for the June 2004 data month. Results for the June 2004 data month will be posted as follows:

Preliminary results     July 21, 2004  
Final results             July 30, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

(1) *Affected Measures* O-7 & O-8

*Description of Change* Currently, BellSouth is calculating the Reject Interval for non-mechanized Trunk ASRs from the initial received date, without considering subsequent versions. BellSouth proposes to correctly identify and align the appropriate response timestamp with the corresponding version of the ASR. This modification will also allow for the proper reporting of these measures by assuring that the Reject occurred in the correct reporting period. This proposed change was Item (1) on the Preliminary June Data Notification filed on April 1, 2004 (RQ4862).

*Impact of Change* For March 2004, 624 ASRs would be affected by this proposed change, 373 of which were true clarifications.

(2) *Affected Measures* O-11 (Alabama, Kentucky, Mississippi, and South Carolina)

*Description of Change* Currently, in the states where multiple responses under this measure are reported, Local Interconnection Trunks are not included as a product on the Aggregate and 12 month reports. Additionally, they are not included on the multiple response regional reports for this measure. BellSouth proposes to correct both these reporting problems. This proposed change was Item (2) on the Preliminary June Data Notification filed on April 1, 2004 (RQ5123).

*Impact of Change.* None.

(3) *Affected Measures:* O-7

*Description of Change.* Currently, a CLEC can respond to a fatal reject with the same CC, PON and Version. For LSRs that have LNP requests, BellSouth is not always able to associate this LSR with the appropriate receipt time. BellSouth proposes to add an additional key to correctly identify the receipt time of this LSR. This proposed change was Item (3) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5124)

*Impact of Change.* For January 2004, 49 of 2451 (2%) LNP fatal reject records in the region were not counted as a result of this issue.

(4) *Affected Measures:* O-9 & O-11

*Description of Change.* Currently, BellSouth is not correctly associating the confirmed timestamps with ASRs submitted for Local Interconnection Trunks. BellSouth proposes to correct the code to capture responses for Local Interconnection Trunks. This proposed change was Item (4) on the Preliminary June Data Notification filed on April 1, 2004 (RQ5134).

*Impact of Change.* For January 2004, the result for Local Interconnection Trunks under Measure O-11 would change from 84.78% to 100% in Tennessee.

(5) *Affected Measures:* O-7, O-8, O-9 & O-11

*Description of Change.* Effective April 26, 2004, per Carrier Notification Letter SN91084039, the following LSRs transitioned from the Atlanta LCSC to the Birmingham LCSC:

- Unbundled Network Elements (UNE) including Local Number Portability (LNP) with the exception of Unbundled Network Element – Platform (UNE-P); and
- Complex Services-Resale & UNE Switched

Currently, the processing time for partially mechanized and non-mechanized LSRs is recorded based on central time because BellSouth did not know whether the LSR would be processed in either the Birmingham or Atlanta LCSC. With this change, BellSouth will know that the above-mentioned LSRs will be processed in the Birmingham LCSC, so that the correct interval can be calculated. BellSouth proposes to change the PMAP code to reflect this process change. (RQ5193)

*Impact of Change.* For March 2004, in Florida, on the Partially Mechanized FOC Timeliness report, 40 of 1,317 LSRs would have been reported as meeting the benchmark of 10 hours.

### **Provisioning Measurements**

(6) *Affected Measures*. P-4 (Louisiana only)

*Description of Change*: Currently, the MSA Aggregate One Month reports for OCI display an incorrect Average Interval for both BST and CLECs. BellSouth proposes to correct the average interval to display the correct average per product. This proposed change was Item (5) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5024)

*Impact of Change*: For December 2003 data, the average interval for Alexandria, LA, MSA-Resale Business Non-Dispatch, the metric would change from 0.0 to 2.0 and for Retail Business, the metric would change from 0.0 to 1.73 days.

(7) *Affected Measures*: P-7C

*Description of Change*: Currently, BellSouth is not displaying all disaggregations on the 12-month report when there is no data to place on the historical report. BellSouth proposes to display all disaggregations on the 12-month report even when no data is present in the reporting period. This proposed change was Item (6) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5029)

*Impact of Change*: None

(8) *Affected Measures*: P-7, P-7A, P-7C & P-8

*Description of Change*: BellSouth proposes adding new fields to the raw data and Other Supporting Data File (CTOVR\_CMPLTN\_DTTM, CTOVR\_KEY, SO\_CMPLTN\_DT). The addition of these fields will have no immediate impact on replicating the SQM reports but would be available for use with future enhancements. This proposed change was Item (7) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5044)

*Impact of Change*: None.

(9) *Affected Measures*: P-2B

*Description of Change*: Currently, for % Orders Given Jeopardy Notice, the numerator includes orders where the committed date of facility resolution is within the reporting period. BellSouth proposes to implement coding to capture orders with a due date in the reporting period instead of the committed date of the facility resolution in the reporting period consistent with the SQM. This proposed change was Item (8) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5107)

*Impact of Change.* For December 2003, in Florida, for % Jeopardy – Mechanized, UNE Loop + Port Combinations, Dispatched, the numerator would change from 233 to 176. This would cause the result to change from 6 95% to 5.25%.

- (10) *Affected Measures:* P-2A (Florida and Tennessee only)

*Description of Change* Currently, for % Orders Given Jeopardy Notice  $\geq$  48 Hours, BellSouth is using the committed due date of the facility resolution to determine which orders to include in the denominator of this measure BellSouth proposes to capture orders with the committed due date in the reporting period in Florida and Tennessee for both the numerator and denominator consistent with the SQM This proposed change was Item (9) on the Preliminary June Data Notification filed on April 1, 2004 (RQ5107)

*Impact of Change* For December 2003 in Florida, the Percent Jeopardy Notice  $>48$  Hours Mechanized, the UNE Loop + Port Combination Dispatch disaggregation, the denominator would change from 233 to 176 This would cause the result to go from 75 5% to 100%.

- (11) *Affected Measures:* P-11 (Florida, Georgia, and Tennessee only)

*Description of Change* BellSouth is currently including “C” orders written in response to LSRs with an ACT of ‘C’ and an LNA of ‘D’ Since these orders are disconnect orders and disconnect orders are excluded from this measure consistent with the SQM, BellSouth proposes to change the code to correct the problem This proposed change was Item (10) on the Preliminary June Data Notification filed on April 1, 2004. (RQ5132)

*Impact of Change.* For January 2004 Regional data, 34 orders would be excluded from the volume of this measure. Excluding these records would have less than a .01% effect on this measure.

#### **Special Access Measurements**

- (12) *Affected Measures* SA-7 (Tennessee only)

*Description of Change:* Currently, the 12-Month SRS Report for Past Due Circuits, “% Cancellations After FOC Due Date” is not being produced in Tennessee. BellSouth proposes to produce this report This proposed change was Item (11) on the Preliminary June Data Notification filed on April 1, 2004 (RQ5120)

*Impact of Change:* None

## **PRELIMINARY JULY 2004 DATA NOTIFICATION**

BellSouth is considering making the changes described in this document to generate results for the July 2004 data month. Results for the July 2004 data month will be posted as follows:

Preliminary results    August 20, 2004  
Final results            August 31, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

- (1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

*Description of Change:* In anticipation of Encore Release 16.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data continues to be correctly captured and reported.

Impact of Change: None

- (2) *Affected Measures:* O-8 & O-9

*Description of Change:* Currently, PMAP code is not excluding non-business hours from the FOC Timeliness and Reject Interval calculations for Local Interconnection Trunks as required by the SQM. BellSouth proposes to correct the code to exclude non-business hours consistent with the SQM (RQ5160).

*Impact of Change:* For January 2004, in Tennessee, the result for FOC Timeliness would improve from 88.89% to 100% and Reject Interval would improve from 66.67% to 91.67% for Local Interconnection Trunks.



(3) *Affected Measures* O-8, O-9 & O-11

*Description of Change:* Currently, PMAP is not capturing the appropriate FOC/Clarification response time for ELMS6 LNP LSRs. BellSouth proposes to correct this issue by obtaining the appropriate timestamp from another field in the LNP data feed. (RQ5188)

*Impact of Change* For March 2004, for the Region, 83 of 3405 LNP records reported incorrect times for FOC Timeliness, 14 of 784 LNP records reported incorrect Clarification times and 97 of 4180 LNP records reported incorrect times for FOC and Reject Completeness

(4) *Affected Measures.* O-7 & O-8

*Description of Change:* Currently, BellSouth is incorrectly reporting Partially Mechanized LSRs originated via ELMS6 as Fully Mechanized when the service representative works the LSR but does not identify it correctly. BellSouth proposes to change the PMAP code to correct this problem. (RQ5197)

*Impact of Change* For February 2004, 91 Fully Mechanized LSRs for the region should have been reported as Partially Mechanized LSRs. Of these 91 LSRs, 6 were reported as misses for Fully Mechanized with no change to the total result.

(5) *Affected Measures* O-3 & O-4

*Description of Change.* Currently, certain LEO LSRs originated via ELMS6 are being erroneously counted as "planned manual" fallout on the Flow-Through report because of a difference in the text of an audit message between TCIF9 and ELMS6. BellSouth proposes to correct the Flow-Through code to look for the new text. (RQ5198)

*Impact of Change* For February 2004, 80 LSRs were incorrectly counted as "planned manual" fallout. For that period, aggregate and UNE Flow-Through would have improved by 01%.

### **Provisioning Measurements**

(6) *Affected Measures:* P-1

*Description of Change* Currently, Local Interconnection Trunk data is missing from the Held Order Interval Report. BellSouth proposes to include Local Interconnection Trunk data in this report as required by the SQM, to the extent such data exists. (RQ4816)

*Impact of Change* BellSouth continues to investigate the impact of this proposed change and will quantify this impact as soon as possible

(7) *Affected Measures* P-11 (Louisiana only)

*Description of Change:* Currently, the PMAP code is incorrectly populating CLEC volume in the interval distribution on the CLEC Specific MSA reports for LNP products. Instead of reflecting the total CLEC volume for the product as the denominator, the denominator for each interval distribution is the same as the numerator. BellSouth proposes to correct this problem. (RQ5032)

*Impact of Change:* None

(8) *Affected Measures:* P-11

*Description of Change* In anticipation of Encore Release 16.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data continues to be correctly captured and reported. (RQ5210)

*Impact of Change:* None

(9) *Affected Measures* P-1, P-2A, P-2B, P-3, P-4A, P-4B, P-5, P-6 & P-9

*Description of Change* Currently, BellSouth is not capturing all retail ADSL classes of service for these measurements. BellSouth proposes adding additional information to the product classification rules to identify and report all orders with retail ADSL activity (RQ5216)

*Impact of Change.* For February 2004, in Florida, the Held Order Interval volume for ADSL, Dispatched, <10 Circuits, and Held for Facilities, would have increased by 15, or 5.8%. For Business, the Held Order Interval volume within the same categories would have decreased by 15, or 7.7%.

**Billing Measurements**

(10) *Affected Measures* B-10 (Florida, Georgia, North Carolina, and Tennessee)

*Description of Change:* Currently, invalid records, such as duplicate entries in the Billing Dispute Activity Tracking System (BDATS) dispute file, are being counted in the results. BellSouth proposes to correct this error. (RQ5184)

*Impact of Change* For March 2004, in Florida, 0.4% of the total records reported were invalid.

#### **Database Measurements**

(11) *Affected Measures* D-2

*Description of Change:* Currently, BellSouth is providing a regional report for this measure even though it is not required. BellSouth proposes discontinuing the production of a regional report for this measure consistent with the SQM (RQ5068)

*Impact of Change.* The report will no longer be produced.

536401

*Impact of Change* For March 2004, in Florida, 0.4% of the total records reported were invalid

#### **Database Measurements**

(11) *Affected Measures* D-2

*Description of Change* Currently, BellSouth is providing a regional report for this measure even though it is not required. BellSouth proposes discontinuing the production of a regional report for this measure consistent with the SQM. (RQ5068)

*Impact of Change.* The report will no longer be produced.

536401

**PARTIES OF RECORD**

**Docket No. 7892-U**

Ms. Kristy R. Holley  
Division Director  
Consumers' Utility Counsel Division  
2 Martin Luther King, Jr. Drive  
Suite 356, East Tower  
Atlanta, GA 30334  
[kristy.holley@cuc.oca.state.ga.us](mailto:kristy.holley@cuc.oca.state.ga.us)

Jonathan E. Canis, Esquire  
Michael B. Hazzard, Esquire  
Andrew M. Klein, Esquire  
Enrico C. Soriano, Esquire  
Kelley, Drye & Warren, LLP  
1200 19<sup>th</sup> Street, N.W., Suite 500  
Washington, DC 20036  
[Counsel for Z-Tel, KMC Telecom]  
[jcanis@kelleydrye.com](mailto:jcanis@kelleydrye.com)  
[mhazzard@kelleydrye.com](mailto:mhazzard@kelleydrye.com)  
[aklein@kelleydrye.com](mailto:aklein@kelleydrye.com)  
[esoriano@kelleydrye.com](mailto:esoriano@kelleydrye.com)

David I. Adelman, Esquire  
Charles B. Jones III, Esquire  
Hayley B. Riddle, Esquire  
Sutherland, Asbill & Brennan LLP  
999 Peachtree Street, N.E.  
Atlanta, GA 30309-3996  
[Counsel for ITC^DeltaCom, WorldCom, Inc.]  
[david.adelman@sablaw.com](mailto:david.adelman@sablaw.com)  
[clay.jones@sablaw.com](mailto:clay.jones@sablaw.com)  
[hayley.riddle@sablaw.com](mailto:hayley.riddle@sablaw.com)

Suzanne W. Ockleberry, Esquire  
AT&T Communications of the  
Southern States, Inc.  
1200 Peachtree Street, N.E., Room 8100  
Atlanta, GA 30309  
[Counsel for AT&T Communications]  
[sockleberry@att.com](mailto:sockleberry@att.com)

Daniel Walsh, Esquire  
Assistant Attorney General  
Department of Law – State of Georgia  
40 Capitol Square, S.W.  
Atlanta, GA 30334-1300  
[dan.walsh@law.state.ga.us](mailto:dan.walsh@law.state.ga.us)

Charles A. Hudak, Esquire  
Ronald V. Jackson, Esquire  
Friend, Hudak & Harris, LLP  
Three Ravinia Drive, Suite 1450  
Atlanta, GA 30346-2117  
[Counsel for Rhythms Links, Inc., Covad,  
XO Georgia, Time Warner, MediaOne,  
TRA, LCI, Teleport Communications]  
[chudak@fh2.com](mailto:chudak@fh2.com)  
[rjackson@fh2.com](mailto:rjackson@fh2.com)  
[robin.jackson@twtelecom.com](mailto:robin.jackson@twtelecom.com)  
[carolyn.marek@twtelecom.com](mailto:carolyn.marek@twtelecom.com)

Frank B. Strickland, Esquire  
Anne W. Lewis, Esquire  
Strickland Brockington & Lewis  
Midtown Proscenium – Suite 2000  
1170 Peachtree Street, N.E.  
Atlanta, GA 30309  
[Counsel for eSpire Communications]  
[fbs@sbllaw.net](mailto:fbs@sbllaw.net)  
[awl@sbllaw.net](mailto:awl@sbllaw.net)

Mark M. Middleton, Esquire  
Mark M. Middleton, P.C.  
1100 Peachtree Street, Suite 380  
Atlanta, GA 30309  
[Counsel for CTAG]  
[mark@middletonlaw.net](mailto:mark@middletonlaw.net)

William R. Atkinson, Esquire  
Sprint Communications Co  
3065 Cumberland Boulevard  
Mailstop GAATLD0602  
Atlanta, GA 30339  
[Counsel for Sprint Communications]  
[bill.atkinson@mail.sprint.com](mailto:bill.atkinson@mail.sprint.com)

Rose Mulvany Henry, Esquire  
Birch Telecom of the South, Inc  
2020 Baltimore Avenue  
Kansas City, MO 64108  
[Counsel for Birch Telecom]  
[rmulvany@birch.com](mailto:rmulvany@birch.com)

Walt Saprionov, Esquire  
Gerry & Saprionov LLP  
Three Ravinia Drive  
Suite 1455  
Atlanta, GA 30346-2117  
[Counsel for Multitechnology, Powertel,  
NEXTEL Communications, Access Integrated]  
[info@gstelecomlaw.com](mailto:info@gstelecomlaw.com)

Dulaney L. O'Roark III, Esquire  
MCI, Inc.  
6 Concourse Parkway  
Suite 3200  
Atlanta, GA 30328  
[Counsel for WorldCom, Inc.]  
[deoroark@mci.com](mailto:deoroark@mci.com)

Margaret Ring  
Director Regulatory & Governmental Affairs  
Network Telephone  
815 South Palafox Street  
Pensacola, FL 32501  
[Counsel for Network Telephone]  
[margaret.ring@networktelephone.net](mailto:margaret.ring@networktelephone.net)

Charles V. Gerkin Jr., Esquire  
Attorney at Law  
3939-E LaVista Road  
Suite 313  
Tucker, GA 30084  
[Counsel for NewSouth, ICG Telecom]  
[charles.gerkin@comcast.net](mailto:charles.gerkin@comcast.net)

Newton M. Galloway, Esquire  
Galloway & Lyndall, LLP  
The Lewis-Mill House  
406 North Hill Street  
Griffin, GA 30223  
[Counsel for US LEC, Birch Telecom, SECCA]  
[ngalloway@gallyn-law.com](mailto:ngalloway@gallyn-law.com)  
[tllyndall@gallyn-law.com](mailto:tllyndall@gallyn-law.com)

Anne F. Gerry, Esquire  
Arnall, Golden & Gregory, LLP  
2800 Atlantic Center  
1201 West Peachtree Street, N.E.  
Atlanta, GA 30309  
[Counsel for Broadslate Networks,  
Globe Telecommunications, Knology]  
[anne.gerry@agg.com](mailto:anne.gerry@agg.com)

Charles E. Watkins, Esquire  
Senior Counsel  
Covad Communications Company  
1230 Peachtree Street, N.E., 19<sup>th</sup> Floor  
Atlanta, GA 30309  
[Counsel for Covad Communications]  
[gwatkins@covad.com](mailto:gwatkins@covad.com)  
[jbell@covad.com](mailto:jbell@covad.com)

(04/27/04)

## CERTIFICATE OF SERVICE

I hereby certify that on May 4, 2004, a copy of the foregoing document was served on the following parties, via the method indicated:

<input type="checkbox"/> Hand	Martha M. Ross-Bain
<input type="checkbox"/> Mail	AT&T
<input type="checkbox"/> Facsimile	1200 Peachtree Street, Suite 8100
<input type="checkbox"/> Overnight	Atlanta, Georgia 30309
<input checked="" type="checkbox"/> Electronic	<u><a href="mailto:rossbain@att.com">rossbain@att.com</a></u>

<input type="checkbox"/> Hand	Henry Walker, Esquire
<input type="checkbox"/> Mail	Boult, Cummings, et al.
<input type="checkbox"/> Facsimile	P. O. Box 198062
<input type="checkbox"/> Overnight	Nashville, TN 37219-8062
<input checked="" type="checkbox"/> Electronic	<u><a href="mailto:hwalker@boultcummings.com">hwalker@boultcummings.com</a></u>

<input type="checkbox"/> Hand	Jon E. Hastings, Esquire
<input type="checkbox"/> Mail	Boult, Cummings, et al.
<input type="checkbox"/> Facsimile	P. O. Box 198062
<input type="checkbox"/> Overnight	Nashville, TN 37219-8062
<input checked="" type="checkbox"/> Electronic	<u><a href="mailto:jhastings@boultcummings.com">jhastings@boultcummings.com</a></u>

<input type="checkbox"/> Hand	Charles B. Welch, Esquire
<input type="checkbox"/> Mail	Farris, Mathews, et al.
<input type="checkbox"/> Facsimile	618 Church St., #300
<input type="checkbox"/> Overnight	Nashville, TN 37219
<input checked="" type="checkbox"/> Electronic	<u><a href="mailto:cwelch@farrismathews.com">cwelch@farrismathews.com</a></u>

<input type="checkbox"/> Hand	Dana Shaffer, Esquire
<input type="checkbox"/> Mail	XO Communications, Inc.
<input type="checkbox"/> Facsimile	105 Malloy Street
<input type="checkbox"/> Overnight	Nashville, TN 37201
<input checked="" type="checkbox"/> Electronic	<u><a href="mailto:dshaffer@xo.com">dshaffer@xo.com</a></u>



A handwritten signature in black ink, appearing to read 'Dana Shaffer', is written over a horizontal line.